



BOSTON PUBLIC HEALTH COMMISSION

Recovery Services and IT Department

REQUEST FOR PROPOSAL

FOR

Electronic Medical Record/Third Party Billing System

July 5th, 2019

Introduction

The Boston Public Health Commission (BPHC) is the local public health department for the City of Boston. Our Mission; Public service and access to quality healthcare is the cornerstone of our mission - to protect, preserve, and promote the health and well-being of all Boston residents, particularly the most vulnerable.

The Boston Public Health Commission (BPHC) is looking for a qualified vendor for the purchase, implementation, and subsequent maintenance of a new Practice Management System/Electronic Medical Record/Third Party Billing Software System.

BPHC is seeking proposals from interested parties to provide a software solution to current SMART Electronic Medical Record/GE Centricity/MD Pay Post software.

RFP Timeline	
Friday, July 5, 2019	Publication of RFP printed in The Boston Globe
Friday, July 5, 2019	Request for Proposal and instructions available online at www.bphc.org
Friday, July 12, 2019	Questions due in writing by 5:00PM to dcorban@bphc.org .
Tuesday, July 16, 2019	Responses to questions will be distributed in an addendum. Please check website for any addenda prior to submitting bid.
Friday, July 19, 2019	RFP due by 5:00 PM to Doreen Corban at dcorban@bphc.org . There are No exceptions to this Deadline.
Monday, July 29, 2019	Qualified vendors will be contacted to schedule onsite demonstration of proposal
Monday, August 5, 2019	Notification of Decision: This is the desired date for notification of award, but BPHC has the discretion to extend this timeline without notice to the proposers. All proposals shall remain valid and open for a period of sixty (60) days from the proposal submission date, unless a proposer notifies BPHC that it is withdrawing its proposal.

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I. Purpose of Request for Proposal

1.1 General Information

BPHC seeks to replace current SMART system with new Electronic Medical Record system that will provide users the software modules needed to manage business goals. The system will empower users and provide solutions including, but not limited to handle EMR, EIM/ESM Process and Billing, AR and Receivable Function.

A responsive proposal must demonstrate the abilities to capture basic demographics, insurance, homeless status and data for special populations, Interfaces with clinician's calendars, incorporating treatment plans into notes, Ability to send prescriptions electronically to the pharmacy, EMR Specifications for either Interface with Revenue Services, ESM Interface, Provider Profile and Insurance Profile match from GE Centricity, easy to update/adapt to new forms/templates or replace existing systems.

1.2 Submission of Proposal

- The proposal must be received via email to Doreen Corban at dcorban@bphc.org.
- Proposals must include a completed and signed Summary Form of Proposal plus Appendix 1 including requested documents.
- Proposals received after the closing deadline will not be accepted.
- There will be no public opening for this RFP.

The responsibility for submitting RFP to the Boston Public Health Commission on or before the stated time and date will be solely and strictly the responsibility of the proposer. The Commission will in no way be responsible for delays caused by the United States Mail service or caused by any other occurrence.

1.3 Enquiries

Questions regarding this proposal should be directed by July 12, 2019 to:

Doreen Corban, IS Director
Email: dcorban@bphc.org

1.4 Proposal Submission Format and Checklist

The following format and sequence should be followed to provide consistency in proponent response and ensure each proposal receives full and fair consideration. All pages should be consecutively numbered.

Check When Complete	Contents of Proposal Documents	Signature Required where X
<input type="checkbox"/>	Title Page and Transmittal Letter as described in Section 4.1	-
<input type="checkbox"/>	Understanding of Scope of Work as described in Section 4.2	-
<input type="checkbox"/>	Work Plan and Methodology as described in Section 4.3	-
<input type="checkbox"/>	References as described in Section 4.4	-
<input type="checkbox"/>	Completed Summary Form of Proposal	X
<input type="checkbox"/>	Requested Features – Appendix 1	-

Additional Attachments	
All numbered addenda (if applicable)	X

Failure to submit all the above information may result in disqualification from the review process.

Signature

Date

1.5 Evaluation Criteria

*Evaluation of proposals and selection will be performed by BPHC. Proposals will be evaluated in terms of the response to the requirements of this RFP using the criteria identified below in Table A – Initial Evaluation. Proponents that score **75 points or greater** will be asked to demonstrate their application to a user group and will be further evaluated as per the criteria in Table B – Demonstration.*

Table A – Initial Evaluation

	Points Assigned
Project Functionality <ul style="list-style-type: none">• Requested Features (Appendix 1)• Additional Features	40
Cost of Project <ul style="list-style-type: none">• Product Features• Implementation• Training• Support	40
Methodology and Approach	10
Experience and References	10

Table B – Demonstration

The demonstration will be through a web-based presentation and will be attended by users of the software including finance and non-finance staff.

	Points Assigned
Ease of use <ul style="list-style-type: none">• Functionality• Features	50
Management information and reporting capabilities	30
Understanding of BPHC’s requirements for all user groups	10
Demonstration using relevant information and examples	10

1.6 Timing of Proposal

- User group demonstrations will occur during the weeks of July 29, 2019
- BPHC plans to make its selection decision by August 5, 2019
- Post selection, the awarded proposer will be contacted to set a primary meeting to finalize all terms of the agreement. The contract resulting from this RFP is formed when BPHC approves and signs the applicable BPHC Standard Contract. Service shall then begin on the date of the contract start date agree upon.

II. General Information

2.1 Background

BPHC is funded by a combination of sources: city funded through an annual appropriation; third party revenue; State of Massachusetts, Federal, and private non-profit grant awards. FY19 Commission-wide expenses budget is \$160M from all sources. There are approximately 1200 employees, 25% of whom are unionized labor. The Commission manages 200+ distinct projects varying in budget from \$200K to several million dollars. In addition, the core of the Commission's projects conforms to the City of Boston and State of Massachusetts fiscal year that runs from July 1 to June 30. Those same projects are subject to the same policies regarding budgeting for fringe benefits and indirect costs. However, a significant portion of the Commission's portfolio is grant funded and therefore subject to timeframes and fiscal constraints determined by the sponsor.

It is anticipated that initially the system will be used by up to 50 active users. These users are divided into the following groups: system administrators; division manager end-users; fiscal staff; and IT support. A responsive proposal will take into consideration the roll each type of user fulfills to handle EMR process.

The scope of the proposal must address each point as defined in the RFP Objectives, Implementation Services, Objectives and Contractor Deliverables. BPHC is seeking an Enterprise Recourse Planning (ERP) – EMR System (Cloud Based), that utilizes a standard web browser as well as mobile applications to access and perform work in the system.

2.2 Technical Requirements

- WEB based solution to handle EMR
- Desktop OS supported: Windows 7 and Windows 10
- Web Based Forms
- Hosting: Cloud-Based/Client base Data Center/on premises

III. Scope of Work

The scope of work for the project is as follows:

- Review of existing data and systems
- Pricing and features
 - Describe the product and provide a cost estimate on the Summary Form of Proposal;
 - Identify, through completion of Appendix 1, the requested features that are included within the product; and
 - Identify and describe any additional features that you believe would be beneficial to the BPHC in achieving its objectives and provide separate costing for these features.
- Implementation
 - Identify the services provided including configuration, customization, installation and data importation;
 - Provide a schedule from the date of contract award to full implementation;
 - Include descriptions that address nature, cost, and availability of these services;
 - Identify who will be performing these services and the level of involvement by BPHC staff; and
 - Identify all costs related to implementation.
- Training
 - Identify specific groups that will require training;
 - Describe the suggested training approach and method; and
 - Identify all costs associated with training.
- Support Services
 - Identify the annual support service costs;
 - Identify the continuing maintenance costs; and
 - Identify the number of proposed user licenses and the cost per user.

IV. Proposal Requirements

Proposals shall be clearly laid out to address the items listed below.

4.1 Title Page and Transmittal Letter:

- A title page showing the proponent's name, contact person and title, address, and contact information; and
- A signed letter briefly stating the proponent's understanding of the services required, benefits they bring to the project, the commitment to perform the services as requested in this RFP, and all addenda, if applicable.

4.2 Understanding of the Scope of Work:

- Develop a short narrative demonstrating the proponent's clear understanding of the objectives and key features of the proposal;
- The proponent should describe their product and list the suggested services believed to be necessary for the successful implementation of their solution. The requested features are listed in Appendix 1. As well, any suggested implementation and support services should be outlined in detail;
- Detail any assumptions the proponent has made in preparing the proposal; and
- Include any other services not identified in the Scope of Work.

4.3 Work Plan and Methodology:

- The proposal should be clear and concise with a methodology and corresponding task list that details the steps to complete the project, fully understand all issues and concerns, secure adequate data to be used to carry out the various activities required and address how all aspects of the Scope of Work will be carried out;
- Provide details of any customization that is required to implement your solution, including: areas or modules where customization is required/recommended, the skill set and effort it takes to complete such a customization, and the assistance you provide with the customization; and
- Proposals should discuss the organizations' approach to software updates – how frequently updates are issued, ability to evolve with newer versions of underlying software etc.

4.4 References:

- Provide a minimum of three (3) and a maximum of five (5) selected projects. Information should include detail on past projects the proponent has completed for municipalities or public health agencies that are similar in size to BPHC. Specifically highlight any municipalities that are using Microsoft Dynamic Great Plains (GP) financial software.

4.5 Pricing:

- Using the Summary Form of Proposal, proponents shall provide details about individual costs for:
 - Software - including each module component outlined in their proposal to provide the Requested Features (i.e. operating, capital, salary, reporting);
 - Implementation of installation;
 - Training;
 - Annual support costs (3 Years); with option of 2 Year extension with BPHC approval
 - Annual licensing costs, including cost per user license (3 Years); with option Years
 - Separate pricing shall be provided for any additional requirements outside the scope of work that the proponent feels would benefit the BPHC and be clearly identifiable.

V. General Conditions and Insurance

5.1 Discrepancies or Omissions

Proponents finding discrepancies or omissions in the RFP documents, or having any doubts to the meaning or intent of any part thereof, should immediately notify Doreen Corban, in writing via email at dcorban@bphc.org who may send written instructions or explanations to all proponents on record with BPHC.

No responsibility will be accepted for oral instructions.

Addenda or correspondence issued during the RFP period shall be considered part of this document and become part of the final contract documents. Addendums will be posted on bphc.org

5.2 Irrevocability of Proposals

Prior to the time and date of the RFP closing deadline, any proponent may withdraw or change their proposal without penalty or forfeiture, by giving notice in writing to:

Doreen Corban, IS Director
1010 Massachusetts Ave, 6th Floor,
Boston, MA 02118

Upon the closing deadline, all proposals become irrevocable and no words or comments may be added to, or removed from, the proposal unless requested by the BPHC for purposes of clarification. By submission of a proposal, the proponent agrees that should its proposal be deemed successful, the proponent will enter into a contract with the BPHC.

Proposals must include all costs incidental to the successful implementation of the system(s).

Proposals must remain valid for a period of sixty (60) days following the date for submission of proposals.

5.3 Liability for Errors

While the BPHC has used considerable efforts to ensure an accurate representation of the information in this RFP, the information contained in is supplied solely as a guideline for proponents. The information is not guaranteed or warranted to be accurate by the BPHC, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

5.4 Agreement with Terms

By submitting a proposal, the proponent agrees to all the terms and conditions of this RFP. Proponents who have obtained the RFP must not alter any portion of the document, except for adding information requested.

5.5 Modification of Terms

The BPHC reserves the right to modify the terms of the RFP at any time at its sole discretion.

5.6 Proponent Expenses

Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with BPHC, if any. If BPHC elects to reject all proposals, BPHC will not be liable to any proponent for any claims, whether the costs or damages incurred by the proponent in preparing the proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

5.7 Acceptance and Rejection of Proposals

BPHC may not necessarily accept the lowest priced proposal or any proposal. At its sole discretion, BPHC reserves the right to reject any or all proposals received and to accept any proposal which it considers advantageous, whether it is the lowest priced proposal.

Submission of a proposal by a proponent and its subsequent receipt by the BPHC does not represent a commitment on the part of the BPHC to proceed further with any proponent or project. BPHC is under no obligation to award a contract as a result of this RFP and reserves the right to terminate this RFP process at any time.

BPHC reserves the right to accept the proposed offer in total or in part, to reject any or all offers, to waive any minor informalities, irregularities, or technicalities, and to accept the offer deemed most favorable to BPHC.

Proposals must meet all the requirements herein to be eligible for consideration. Proposals that are unsigned, incomplete, conditional, illegible, unbalanced, obscure or that contain additions not called for, reservations, erasures, alteration, or irregularities of any kind may be rejected.

The BPHC reserves the right to obtain additional information from the proponents to clarify the information in their submission.

The Boston Public Health Commission may during the proposal review process, or at any time prior to award, cancel this RFP or reject all Proposals, if BPHC determines its best interest will be served by such action. Notice of the cancellation will be made to the applicants or potential applicants. BPHC also reserves the right to award the contract(s) as best serves to the organization.

5.8 Contract Negotiations

The successful proponent will be required to enter into a contract with the Boston Public Health Commission.

BPHC reserves the right to negotiate specific terms of the contract with the preferred proponent prior to the final award of the contract.

If the preferred proponent and BPHC cannot agree on contract language in the contract document, the process will be terminated, BPHC will begin negotiations with the next preferred proponent.

5.9 Solicitation

Proponents and their agents are hereby warned that any attempt to solicit individual members of the board members and/or staff of BPHC, regarding the award of this contract may jeopardize the favorable consideration of their proposals.

5.10 Confidentiality and Security

This document or any portion thereof may not be used for any purpose other than submission of proposal. The successful proponent shall agree not to divulge or release any information that has been given to it or acquired by it on a confidential basis during the course of carrying out its duties or performing its services. It is BPHC's policy to maintain confidentiality with respect to all confidential information related to the RFP, but BPHC is subject to the Freedom of Information and Privacy Act.

5.11 Indemnity and Liability Insurance

For the purpose of any contract, BPHC may enter into with the successful proponent, the Contractor shall indemnify and hold harmless to BPHC, its employees and agents, from any or all claims, demands, actions, and costs whatsoever that may arise, directly or indirectly out of any act or omission of the Contractor, its employees, or agents, in the performance by the Contractor of this Agreement. Such indemnification shall survive termination of this Agreement.

The Contractor must provide to BPHC proof of \$2 million General Liability Insurance with BPHC named as an additional insured party. BPHC reserves the right to modify the type of insurance coverage and amount coverage (which may include increasing the amount of coverage) required to be carried by the Contractor.

5.12 Scope, Quality of Work, Guarantee

The Contractor shall furnish all labor, materials and equipment necessary to perform and complete the work called for in the specifications, plans or other instructions attached to or referred to in the resultant contract. All work shall be done in a professional manner by those skilled in their respective trades. The Contractor will comply with BPHC's schedule unless BPHC formally declares and approves alternate times.

5.13 No Obligation on the Part of the BPHC

This RFP is not a tender call, and any submission of any response to this RFP does not create a tender process. This RFP is not an invitation for an offer to contract, and it is not an offer to contract made by BPHC. No proponent will acquire any legal or equitable rights or privileges relative to the goods or services until BPHC has accepted its proposal and there is subsequent full execution of a written contract signed by both parties.

The lowest or any proposal will not necessarily be accepted. BPHC reserves the right to waive informalities, to reject any or all proposals for any reason, or to accept the proposal deemed most favorable in the interest of BPHC. In no event, will BPHC be responsible for the costs of preparation and submission of proposals.

5.14 Freedom of Information

The Boston Public Health Commission is subject to the provisions of the Freedom of Information Act. Thus, BPHC cannot guarantee that any information provided can be held in confidence.

5.15 Conflict of Interest

The Contractor shall disclose in its proposal any actual or potential conflict of interest and any existing business relationships it may have with BPHC, its elected or appointed officials, or employees. BPHC has the right to reject any proposal submitted by a proponent who in BPHC's determination, has, or if awarded the contract would have, an actual, perceived or potential conflict of interest.

Summary Form of Proposal

Name of Project: **New Electronic Medical Record/Third Party Billing Software System**

Description Cost:

Software (operating, capital, salary & reporting modules)	\$ _____
Implementation costs	\$ _____
Training	\$ _____
Annual support costs (years 1 – 5)	\$ _____
Annual licensing costs, including cost per user (years 1 – 5)	\$ _____
Additional fees (include description)	\$ _____

Submission Requirements:

Requested Features	Appendix 1 – Attached
Proof of insurance (liability and professional liability)	
W9 Tax Form	

Signed and submitted for and on behalf of:

Proponent: _____
(Company Name)

By: _____
(Print Name and Title)

(Authorized Signature)

Executed this _____ day of _____, 20_____

APPENDIX 1
Requested Features

Proponents must complete Appendix 1 and include with your submission. Submissions received without a completed Appendix 1 will not be reviewed.

Please indicate for each item below whether your software solution provides the functionality. If you will to provide further explanation, attach a note to this Appendix.

	Requested Features	Yes/No	Comments
<i>General</i>			
1	Ability to capture basic demographics, insurance, homeless status and data for special populations i.e. pregnant women		
2	Metric reports- i.e. how many people were seen for intake/assessment on daily basis		
3	Interfaces with clinician's calendars to keep track of no-shows, measure retention		
4	Limiting access to charts for different programs to ensure confidentiality/privacy laws are followed		
5	Incorporating treatment plans into notes		
6	Ability to send prescriptions electronically to the pharmacy		
7	Access when offsite/ at home for emergencies (section 12, section 35, etc.)		
8	Easy to update/adapt to new forms/ templates to cut down on the use of paper		
9	Ability to do internal referrals and package information to other programs internally (for example, send referral with biopsychosocial assessment directly to Transitions in Mattapan without printing paper saving resources, double data entry and time in both places).		
10	Appropriate bio-psych-socials for programs		
11	Waitlist management tool (preferred)		
12	customize the software to novel programming		
	Requested Features	Yes/No	Comments
<i>Interface with GE Centricity</i>			
13	EMR Specifications for Interface with Revenue Services		
14	Have interoperability industry standards		
15	Inbound Demographic and Insurance interface to prevent duplicate data entry – dupe dedupe process		
16	Inbound Charge interface for billing through GE Centricity		
17	ESM/EIM Interface		
18	Ad-hoc reporting		
19	Provider Profile and Insurance Profile match from GE Centricity		
20	Ability to interface with Commonwealth of Massachusetts Virtual Gateway and ESM for patient data		
<i>Technical Support & Documentation</i>			
21	Provide electronic user and technical demonstration.		
22	Provide online contextual help available within the EMR software.		
23	Compatible with Windows 7. Windows 10, Apple OS and mobile devices		
24	Support SQL Server Reporting Services reporting technology.		
25	Compatible with HTML5 or Latest		

26	Hosted in a cloud environment – data center must reside in USA/On Premises.		
27	Ability to have Learning Analytics/Predictive Analytics/Machine Learning capabilities.		

Security

28	Ability to set up user permissions by pre-defined groups and roles.		
29	Ability to set up access types (i.e. edit & read only) on a role or group basis.		
30	Software system administrator ability to restrict user access at various stages EMR.		
31	System administration access – maintenance and update of user accounts.		
32	System administrator can see all activity by user including last log in, reports opened and other non-data submission activities.		

Constants

33	Security		
34	Place of Service Codes		
35	General Parameters		
36	Billing Parameters		
37	Finance Charge Parameters		
38	Town Codes		
39	Transaction Message Codes		
40	Revenue Centers		
41	Adjustment Codes		
42	Payment Codes		
43	Diagnosis Codes		
44	Provider Codes		
45	Referring Physician Codes		
46	Insurance Codes		
47	Procedure Codes		
48	Grouped Procedure Codes		
49	Profit Centers		
50	Auto Adjust – Re-Bill Codes		
51	Billing Area		
52	Employer Codes		
53	Insurance Parameters		
54	Provider Groups		
55	Referral Provider Groups		
56	Insurance Class Codes		
57	Procedure Modifier Codes		
58	Web-Set-up		
59	Notes Codes		
60	Place of Service Class Codes		
61	Language Codes		
	Provider Schedules		
62	Appointment Scheduling Parameters		
63	Facility Codes		

64	Team Codes		
65	Encounter Codes		
66	Group Encounter Codes		
67	Holiday Codes		
68	Waiting List Types		
69	Resource Views		
70	Change Reason Codes		
71	Create/Edit Master Days		
72	Create/Edit Master Day Types		
73	Create/Edit Provider Months		
74	Ready Provider for Scheduling		
75	List Master Days		
76	List Day Types		
77	List Day Type Distributions		
78	List Provider Months		
	<i>Referrals and Authorizations</i>		
79	Referral Parameters		
80	Referral Status Codes		
81	Referral Type Codes		
82	Referral Priority Codes		
	<i>A/R Status Report Selections</i>		
83	Service Analysis Reports		
84	End of Month Reports		
	<i>Other Features</i>		
85	Reporting Tool with Canned Reports and ability to Develop Customizable Reports		
86	Interface Capability with Massachusetts State Virtual Gateway/EIM-ESM System		
87	E-Commerce Package to all Major Third-Party Medicaid and Medicaid Care Organization Payers		
88	Auto Insurance Checking imbedded in system		
89	Auto Posting of 835 Payment File imbedded in system		
90	Cloud/Internet base application		